

**A COMPUTER METHOD AND APPARATUS
TO ESTIMATE CUSTOMER ARRIVAL TIMES
USING TRANSACTIONAL DATA**

ABSTRACT OF THE DISCLOSURE

5 A method implemented on a computer based system which receives
transaction data from terminals and estimates customer arrival times and
dynamic queue lengths at the terminals by extracting service time data from
the point-of-sale terminals and then grouping customers into busy periods.
Based on this information, the method estimates customer arrival times for
10 each busy period. These arrival times may be used to construct a queue length
for each busy period, and to calculate queue performance measures based on
the constructed queue lengths.